

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,353,182 B1
APPLICATION NO. : 09/608293
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INVENTOR(S) : Jean L. Missinhoun et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the Specification

In column 4, line 21, after "a completed" delete "an".

In column 7, line 22, before "interaction database" delete "a" and substitute --an-- in its place.

In column 8, line 20, before "customer interaction database" delete "an" and substitute --a-- in its place.

In the Claims

Column 18

[REDACTED] in claim 6, line [REDACTED] after "customer based" insert --on--.

This certificate supersedes certificate of correction
issued March 24, 2009.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]